



Privacy Policy

Just About Weddings Ltd respects your privacy and takes the protection of your personal information seriously. This policy explains what information we collect, why we collect it and how we look after it.

Who we are

Just About Weddings Ltd is the data controller responsible for your personal information.

Company number	17183034
Registered office	120 Cavendish Place, Eastbourne, East Sussex, BN21 3TZ
Email	hello@justaboutweddings.com
Telephone	07305 904764

Information we may collect

Depending on how you interact with us, we may collect:

- Your name, address, telephone number and email address.
- Your wedding date, venues, guest numbers and wedding plans.
- Details about the services you're interested in or have booked.
- Payment, invoice and transaction information.
- Records of emails, telephone calls, meetings and other communications.
- Dietary, allergy, accessibility or other information needed to provide our services safely.
- Photographs and video captured when photography or film services are booked.
- Information about wedding guests, suppliers and other people involved in an event.
- Basic technical information generated when you use our website.

Please don't give us personal information about somebody else unless you have their permission to do so.

How we collect information

We may receive information:

- Directly from you through our website, email, telephone, meetings or enquiry forms.
- From your partner or another person involved in organising your wedding.
- From venues, suppliers and members of the JAW team.
- Through contracts, questionnaires, payment systems and planning documents.
- Through cookies or similar technology used by our website.

How we use your information

We use personal information to:

- Respond to enquiries and prepare quotations or proposals.
- Arrange, plan and deliver weddings and related services.
- Manage contracts, payments and client accounts.
- Communicate with couples, guests, venues, suppliers and team members.
- Manage dietary requirements, allergies and accessibility needs.
- Capture, edit and deliver wedding photographs and films.
- Maintain business, accounting and legal records.
- Improve our services and website.
- Prevent fraud, protect our business and resolve complaints or disputes.
- Send marketing communications where you have agreed to receive them or where the law otherwise allows us to do so.

Our main lawful bases are:

- **Contract:** when information is needed to provide a quotation, enter into a contract or deliver a booked service.
- **Legal obligation:** when we must keep or use information to comply with the law.
- **Legitimate interests:** when reasonably necessary to operate and protect our business, improve our services or communicate with clients, provided your rights do not override those interests.
- **Consent:** where we specifically ask for your permission, including certain marketing or publicity uses.
- **Vital interests:** in rare situations where information is needed to protect somebody's health or safety.

Where we handle sensitive information, such as allergy or medical information, we will only use it where necessary and where an additional lawful condition applies.

Photography and film

Where photography or film is part of a booked service, images may include the couple, their guests, suppliers and members of our team.

Images will be used to provide the contracted service. We may also use selected images in our portfolio, website, brochures, awards entries or social media where this has been agreed or we otherwise have a lawful basis to do so.

If you have a concern about an image in which you appear, please contact us.

Who we share information with

We may share relevant information with:

- Members of the Just About Weddings team.
- Venues and wedding suppliers involved in providing your services.
- Payment, accounting, customer-management, email, cloud-storage and website providers.
- Professional advisers, insurers, regulators or authorities.
- Other organisations where required by law or necessary to protect our legal rights.

We only share the information reasonably needed for the relevant purpose. We do not sell personal information.

Information processed outside the UK

Some technology providers or wedding suppliers may process information outside the UK. Destination weddings may also require us to share relevant information with venues and suppliers overseas.

Where this happens, we will use appropriate safeguards required by UK data-protection law.

How long we keep information

We keep personal information only for as long as reasonably necessary. As a general guide:

- Unsuccessful enquiry information will normally be kept for up to two years.
- Client, contract, payment and accounting records may be kept for up to seven years after the service ends.
- Wedding photographs and films may be retained for longer as part of our professional archive and portfolio.
- Marketing information will be kept until you unsubscribe or ask us to remove it.

We may retain information for longer where required by law or in connection with a legal claim.

Marketing

You can unsubscribe from marketing emails at any time by using the unsubscribe option provided or emailing hello@justaboutweddings.com.

We may still send essential messages relating to an enquiry, booking, payment or contracted service.

Cookies

Our website may use essential cookies needed for it to work properly. Any non-essential analytics or marketing cookies will only be used where legally permitted and, where required, after you have given consent.

Keeping information secure

We use reasonable organisational and technical measures to protect personal information against loss, misuse, unauthorised access, alteration or disclosure.

No online system is completely secure, but we limit access to people and providers who genuinely need the information.

Your rights

Depending on the circumstances, you may have the right to:

- Ask for a copy of your personal information.
- Ask us to correct inaccurate or incomplete information.
- Ask us to delete information.
- Ask us to restrict how information is used.
- Object to certain uses of your information.
- Receive certain information in a portable format.
- Withdraw consent where we rely on consent.

These rights are not absolute and may be subject to legal exceptions. To exercise your rights or raise a privacy concern, email hello@justaboutweddings.com.

Complaints

Please contact us first if you're unhappy with how we have handled your information so we have an opportunity to resolve the issue.

You also have the right to complain to the Information Commissioner's Office:

Website: www.ico.org.uk

Telephone: 0303 123 1113

Changes to this policy

We may update this policy occasionally. The latest version will always be published on our website.